

Spokane Transit Authority
1230 West Boone Avenue
Spokane, Washington 99201-2686
(509) 325-6000

CITIZEN ADVISORY COMMITTEE MEETING (CAC)
Meeting Minutes for February 13, 2019
Southside Conference Room

MEMBERS PRESENT

Dennis Anderson
Ann Campeau
Brian Kamp

MEMBERS ABSENT

Dick Denenny
Charles Howell, Committee Chair
Larry Lapidus
Madison Leonard
Larry Luton
Michelle Rasmussen

STAFF PRESENT

Stacia Bowers, Executive Assistant
Karl Otterstrom, Director of Planning & Development
Brandon Rapez-Betty, Director of Communications &
Customer Service
Roger Watkins, Chief Operations Officer
Emily Arneson, Community Ombudsman and Accessibility
Officer

GUESTS

1. CALL TO ORDER AND ROLL CALL

Brandon Rapez-Betty called the meeting to order at 5:01 p.m. and conducted roll call.

2. PUBLIC EXPRESSIONS

None.

3. COMMITTEE ACTION

a. Minutes of the Citizen Advisory Committee - Corrections or Approval

Brandon Rapez-Betty asked the Committee to table the minutes of the December 12, 2018 meeting until the March meeting. There is not a quorum present at this meeting.

4. COMMITTEE REPORTS:

a. September 2019 Service Revisions – Draft Recommendation:

Karl Otterstrom presented the draft recommendation of the September 2019 Service Revisions to the committee. Mr. Otterstrom noted the 2019 changes mainly focused on south Spokane with the Monroe-Regal Line, Moran Station Park and Ride, the new South Commuter Express route and the new Transit Center at Spokane Community College. Mr. Otterstrom also discussed other 2019 revisions, the service revision planning process, High Performance Transit, Grand and Bernard Ridership, and West Plains. There will be a Public Hearing at the February Board meeting and Final recommendation will be prepared for STA Board Action in March.

b. Cheney Local Route Revisions:

Karl Otterstrom updated the committee on the Cheney local route revisions and proposed Cheney modifications. Mr. Otterstrom reported with the recent Cheney route revisions there was more negative feedback and unanticipated negative ridership trend on the route 68 Cheney Local. This decline in ridership led to consultation, online survey and ultimately a draft recommendation to modify the route. The next steps are to receive public feedback, a public hearing, STA Board action in March and begin new routes in September 2019.

c. STA Moving Forward Performance Matrix and 2019 Performance Measures:

Roger Watkins gave an update to the committee on the STA Moving Forward projects SCC Transit Center, Spokane Falls Station, Moran Station Park and Ride and the new Boone NW Garage. Mr. Watkins briefed the committee on the 2019

ridership goals and changes, which included increasing our goal of fixed route ridership and vanpool to increase 1%. Mr. Watkins informed the committee that Paratransit vans would need to upgrade/replace the Mobile Data Computers, which will be a large overall expense, which caused the increase in operational expenses for 2019.

d. Paratransit Survey Results:

Brandon Rapez-Betty provided the results of the Paratransit Survey, conducted every other year. Mr. Rapez-Betty explained the methodology, demographics and key finding. The survey showed that 84% of customers indicated an overall satisfaction, but noted on time performance issues and levels of service throughout the week.

e. Recruitment/Orientation:

Brandon Rapez-Betty asked Brian Kamp to contact Ben Cabildo. Stacia Bowers will schedule an interview with the CAC applicant and Brandon Rapez-Betty, Charlie Howell and/or Dennis Anderson.

5. COMMITTEE INFORMATION:

None.

6. GENERAL BUSINESS:

Roger Watkins responded to a question asked during a previous meeting and informed the committee that the Valley Transit Center (VTC) heaters were removed over five years ago due to cost and vandalism. Mr. Watkins relayed that VTC electrical is now used for IT purposes and the shelters do not have tops, so it would be inefficient at this time to install heaters. Facilities and Grounds will look at the possibility of installing heat when they replace the shelters.

Brandon Rapez-Betty announced Kate Burke is new to the STA Board and relayed her wish to have strong citizen engagement. Mr. Rapez-Betty asked CAC members again to consider attending PMER in order to ensure a reporting to CAC on the PMER meeting.

Dennis Anderson reported a case manager at SNAP asked him for two-hour bus pass donations for the homeless. Brandon Rapez-Betty informed the committee that PMER would be looking at low-income fare subsidization and try to find the gap of those not being served by the social services.

7. SET MEETING SCHEDULE & AGENDA ITEMS:

- Minutes of the December 12, 2018 and February 13, 2019, Committee meeting – *Corrections/Approval*
- Cheney HPT Line
- STA Moving Forward Project Progress Delivery Report
- Community Perception Survey Results
- Low Income Fare Discussion
- Recruitment/Orientation

7. ADJOURN

Respectfully submitted,



Stacia Bowers

Executive Assistant to the Director of Communication & Customer Service